



Hospitality Team Role Responsibilities

Our Mission

To reintroduce people to Jesus and the life that he offers

Our Vision

To see God transform us into a community of grace, living out the purpose and personality of Jesus in our world.

Our Goals (How we live out our mission and vision)

1. Eliminate distractions for guests that will keep them from being re-introduced to Jesus.
2. Help guests to feel valued - to know they matter to us because they matter to God.

Hospitality Team Member Requirements—

- Be an active worshipper at Southside Fellowship.
- Have a good overall knowledge of the buildings and general schedule information or be willing to learn.
- Be a friendly, smiling person who enjoys serving others.
- Have an attitude of friendliness and concern for others.
- Be a good team player, committed to serve with your team.
- Finally, you need to be sensitive to how others see our church by looking at it through their eyes.

Expectations

- Serve with team once every 4 weeks.
- Find replacement if unable to serve during scheduled time.
- Plan to be on duty through both Worship Services. You may have the opportunity to be off-duty during the majority of one of the worship times.
- Attend FIT training classes as offered. These classes are focused times to encourage you and to help you become more effective in your service. It is an expected part of serving on the Hospitality Team.
- Support FIT guidelines and procedures.

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Communication

The preferred form of communication is email. Critical information such as weekly updates, team rosters, and serving schedules are distributed by email. Please make sure that the church has your accurate email address.

Day of Service - What do I do?

- Report to Commons West by 8:20 am on Sunday mornings for community prayer, focus and team plan.
 - Retrieve name badge from attaché located on the Welcome Center West Counter. Be sure to wear it throughout the entire morning. This identifies you as FIT member.
 - Collect any other necessary material (Comment cards, Quick sheet, etc.).
 - Receive assignment and head to your post.
- Learn to spot guests and know what the next step is which could include—
 - Answering questions and/or taking (never pointing) the guests to the person who can answer their questions.
- Remain at your post 15 minutes after the service begins; longer if traffic flow dictates.
- Return to your post at 10:10 am. Again, remain at your post 15 minutes after the service begins; longer if traffic flow dictates. At that point you may want to fellowship with guests in the café until the service ends at which time you may need to help our guests find their way back to their children or other areas in the building.
- Focus on others—not yourself. Limit conversations with friends and other FIT members by saying, *I'm on duty now, let me talk to you later.*

Scheduling/Conflicts

- Serving schedules are distributed bi-annually (May-October, November-April). Schedules are usually distributed 2-3 months in advance.
- If you have a conflict with a date that you are scheduled to serve, please use your Team Roster to find someone who would be willing to fill in for you. Once you have found a substitute, please contact your team co-leader to let them know of the change.

Emergency Procedures

- In case of evacuation, assist classroom teachers with evacuating their classes and moving them to the designated staging areas. An Emergency Response Team will be responsible for clearing the building.



Dress Guidelines

- Business casual
- Please NO chewing gum
- No short skirts, heavy perfumes, plunging necklines, shorts, tank tops, tight or see-thru clothing
- Nothing that might distract from the worship experience

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